Downloaded from <https://www.velvetjobs.com/job-descriptions/service-business-manager>

# Example of Service Business Manager Job Description

Our innovative and growing company is looking to fill the role of service business manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service business manager

* Coordination between business units and IT maintenance teams for system downtime
* Manage financial targets and drive order and revenue growth programs
* Work closely with customers and the business to identify and analyze core business processes and workflows
* Facilitate workshops with subject matter experts
* Collaborate with the Service Delivery Manager and IS Leadership to diagnose problems and solutions
* Support, develop and coordinate tools and processes used to track performance data
* Negotiating, interpretation and management of contract documents in support of Customer Service sales offerings
* Coordinate and Assist in leading a team of Contract Managers based in domestic and international sites
* Support Contract Council meetings by preparing data in advance and formulating PowerPoint slides for presentations to the committee
* Ensure proper execution of proposals and contracts based on customer schedules and requests to reflect business objectives

## Qualifications for service business manager

* Excellent level of English and Swedish (written and spoken)
* Strong advantages to have an understanding of the Swedish Life Science and Chemical Analysis business/customer environment
* Enjoy travelling and interact with customers
* Knowledge of Call Centre applications such as
* Knowledge of marketing and selling techniques in a service related business area
* University degree in Business, Commerce, Finance, Banking or related field